

RFP-10-48 QUESTIONS AND ANSWERS

Q 1) May we be granted an extension in replying?

A 1) The RFP was posted on December 30, 2009 and vendors have until February 12 to respond. An extension will not be granted.

Q 2) May we be granted an extension in the deadline for questions about the RFP?

A 2) An extension will not be granted for questions.

Q 3) We currently provide genealogical resources to INSPIRE. Should these be offered in the RFP (under "Other resources"), or will they be managed separately?

A 3) Please describe potential genealogical resources in section 2.4 F.

Q 4) We can provide additional discounts by proposing some resources to specific library audiences only (for example, to K-12 libraries only, or to academic and public libraries only). Is such limiting acceptable, or are all resources only to be offered to all libraries?

A 4) Resources on INSPIRE are available to all residents of Indiana. Quotes for proposed databases should be for statewide access.

Q 5) Are specific journals or data sources required to be awarded a contract? If so, please identify such journals or data sources.

A 5) There are no specific journals or databases that are required to be awarded a contract.

Q 6) We have noted SECTION THREE PROPOSAL EVALUATION. What weight will be given to journal and/or title counts during evaluation?

A 6) A specific weight has not been assigned to journal and/or title counts. The evaluation team will evaluate each proposal and consider the title counts as a factor.

Q 7) Are digital signatures permitted in our proposal?

A 7) Digital signatures are not permitted. A signed hard copy is required.

Q 8) The RFP makes multiple references to "Section 2.4.1," which does not appear in the proposal. Please confirm that these references refer to desired content, instructions for which appear beginning in Section 2.4, page 16.

A 8) References to section 2.4.1 are referring to the Technical Proposal which begins on page 16.

Q 9) Page 4, paragraph 1.7 DUE DATE FOR PROPOSALS, reads in part: "Each Respondent must submit one original hard-copy (marked "Original") and one original CD-ROM (marked "Original") and fifteen (15) complete copies on CD-ROM [emphasis added] of the proposal..." Is this a request for fifteen separate CD-ROMs, each with a complete copy of the proposal? If not, please provide specifics about what is desired.

A 9) Please submit one signed hard copy and fifteen (15) separate CD-ROMS each with a complete copy of the proposal saved to the disk.

Q 10) Pages 8-9, paragraph 1.21, deal with MWBE subcontractors and “products and/or services provided that are directly related to this proposal.” We know of no way to “directly” involve subcontractors in the online database provision; please confirm that, since we have no such MWBE participation, no such forms or signed letters are required with our response.

A 10) The MWBE requirements for this RFP remain in effect. Please contact Charles Hill of the MWBE office at 317-233-0545 for all MWBE questions and/or assistance.

Q 11) Pages 17-18, paragraphs F-I, each make reference to currently licensed products from Gale. Is renewal of the Gale subscriptions anticipated regardless of the outcome of this RFP?

A 11) Gale’s Testing and Education Reference Center, Litfinder, Small Business Resource Center, and Informe are contracted until June 30, 2012. The State Library is interested in receiving proposals that supplement or enhance those products.

Q 12) Three of these four paragraphs make reference to seeking “databases to supplement this collection;” paragraph G) Biography and Literature resources does not. Is this an unintentional omission, and are databases to supplement the Gale collection desired? If not, given the current Gale subscription, what type of biography and literature resources are desired?

A 12) Databases to supplement the Gale collection are desired. Databases that provide biography and literature resources and subject areas not covered by the Gale collection are of interest. The State Library has purchased Gale's Biography Resource Center content so any content in this area should limit duplication with Biography Resource Center.

Q 13) What existing vendors and/or third parties would require interface for this solution?

A 13) Currently EBSCO and Gale Cengage are contracted to provide the databases available on INSPIRE and Serials Solutions is contracted to provide the interface.

Q 14) To what extent is online general reference (not peer-reviewed journals or periodicals) a priority as part of this initiative for INSPIRE?

A 14) General reference could be considered under Section F (Other Resources). Priorities remain the same as listed in the RFP.

Q 15) Our company would not necessarily qualify for the MWBE Subcontractor Commitment. What impact would this have on our ability to qualify for this RFP?

A 15) A Respondent to this RFP need not be certified as an MWBE company. The MWBE requirements in section 1.21 of the RFP refer to prime vendors subcontracting with MWBE firms.

Q 16) Our company is not based in Indiana and does not have employees based in Indiana. As a result, we would not necessarily qualify for the Buy Indiana Initiative. What impact would this have on our ability to qualify for this RFP?

A 16) There is no geographic restriction to responding to any RFP. Vendors need not be able to qualify as an Indiana Company.

Q 17) Given that we are a provider of online general reference (not peer-reviewed journals or periodicals), if we were to submit a bid for this RFP, would paragraph (E) A collection of electronic books or other content in the Technical Section (2.4) be the most appropriate section to respond to?

A 17) Section F (Other Resources) is the most appropriate section to respond.

Q 18) Is the vendor able to provide customized trial access for the proposed product prior to the short-list phase?

A 18) Vendors may provide access information to their products when responding to the RFP and may be asked to provide a trial access by the RFP committee.

Q 19) Is the proposed vendor able to provide product demonstrations via webinars or in-person visits prior to the short-list phase?

A 19) The evaluation committee will review responses to the RFP and then decide if webinars or in-person demonstrations are necessary.

Q 20) Please explain in more detail how Quova works for Indiana resident and library IP authentication.

A 20) Quova uses geo-location data to verify that an IP address accessing INSPIRE is in Indiana. Quova researches the Internet on an ongoing basis to determine geographic and cybergraphic information about all assigned and allocated IP addresses on the Internet. If an IP address is not identified as being in Indiana the user may request a temporary password that is valid for 30 days. Instructions for creating an account are mailed to the user's physical address in Indiana there by verifying the user's location. You may learn more about Quova on their website: <http://www.quova.com/>.

Q 21) There seems to be a discrepancy in the proposal due date. On this URL page (<http://www.in.gov/idoa/proc/bids/rfp-10-48/>), it indicates that the proposal due date is February 15, 2010. However, within the Request for Proposal document itself, it indicates the due date as February 12, 2010. Could you please confirm the proposal due date?

A 21) This has been corrected; the due date for submission of proposals is February 12, 2010.

Q 22) Would you consider extending the proposal due date deadline?

A 22) The deadline will not be extended.

Q 23) The Request for Proposal is provided in PDF. However, is it also possible that we could obtain a copy of the bid in Word document format?

A 23) A Word version of the RFP document has been posted.

Q 24) Could you please clarify further and provide the specific library markets/types that would have access to the databases/services as requested in the Request for Proposal? Could you also provide the total number of each specific library market/type?

A 24) INSPIRE can be accessed by all Indiana residents using any computer equipped with an Internet Protocol (IP) address located in Indiana. INSPIRE is accessible for Indiana residents who have Internet access at school, home, in their library or at their place of business.

Q 25) Do you also have a list of the institutions that are not academic (college, university, community college), public library, or K-12 school that would have access?

A 25) All residents of Indiana have access to INSPIRE (See question 24). Directories of Indiana libraries including school public and academic may be found here: <http://www.in.gov/library/inspire/links.html#library>

Q 26) When responding to a question which requires either a huge print out such as annual reports or title lists, rather than including all pages, is it acceptable to provide a link to the information on our company website?

A 26) A link to title lists and annual reports is acceptable in lieu of print outs.

Q 27) If we have a negotiated agreement on file with the State which is the State's boilerplate with negotiated terms, can we piggy-back off that agreement rather than requesting modification of terms in this proposal?

A 27) No, as each contract and negotiation is inherently different. A contract with one State agency will not necessarily mirror a contract with another State agency and its lawyers/contract negotiator(s).

Q 28) Could you please clarify if hospitals would have access to the databases/services as requested in the Request for Proposal? If yes, could you please provide the total number of hospitals, as well as a listing of the hospital sites, that would have access to the databases?

A 28) INSPIRE can be accessed by all Indiana residents using any computer equipped with an Internet Protocol (IP) address located in Indiana including hospitals. INSPIRE is accessible for Indiana residents who have Internet access at school, home, in their library or at their place of business.

Q 29) Section 1.14, Type and Term of Contract, Page 6: This section states: "The term of the contract shall be for a period of two (2) years from the date of contract execution." Could you please clarify if there will be an extension on the term of the contract?

A 29) It is anticipated that an extension will not be issued and that an RFP will be issued in late 2011 so that all databases will be bid out simultaneously.

Q 30) Section 2.4, Technical Proposal, Subsections A – I, Pages 16 – 18: Within the above mentioned sections, the word ‘titles’ is used frequently. Could you please clarify if you mean books too, or just periodicals (i.e. magazines & journals)?

A 30) "Titles" refers to all types of materials.

Q 31) Section 2.4, Technical Proposal, Subsections A – I, Pages 16 – 18: Within the above mentioned sections, it asks for the percentage of embargoed titles. Please note that ‘unnaturally halted’ titles are worse than embargoed titles; however, vendors include them in their number of full-text titles with no embargo. Could you please clarify how you want ‘unnaturally halted’ titles counted with regard to this requirement? We would suggest that vendors be required to list out all titles (and provide a total #) for which they have a full text end date despite the fact that the magazine or journal continues to be published. (This is the definition of an ‘unnaturally halted’ periodical).

A 31) We will seek clarification on embargoed versus unnaturally halted title from the viable bids received.

Q 32) Section 1.21, Minority & Women’s Business Enterprises RFP Subcontractor Commitment, Pages 8 – 9: With regard to the above mentioned section, we have the following questions:

a.) Could you please clarify this section further as to what you are specifically looking for with regard to this item?

b.) If a vendor does not work with a Minority & Women’s Business Enterprises Subcontractor, then would the vendor only receive a possible maximum of 80 points (not counting bonus points)?

c.) Is a Minority & Women’s Business Enterprises Subcontractor Commitment a requirement of this particular RFP?

A 32) See A10. If no MWBE plan is submitted, then vendor will not be eligible for the 20 points associated with this category.

Q 33) May we provide a copy of our Financial Information, as requested in Section 2.3.3 (Pages 12-13), in hard copy only?

A 33) Providing financial information in hard copy only is acceptable.

Q 34) Section 2.3.3 (Company Financial Information) of RFP: We normally require a Non-Disclosure Agreement to be signed before releasing any of the company's financial information that is requested under Section 2.3.3. Upon request, we will send the Indiana Department of Administration (IDOA) our standard Non-Disclosure Agreement for the release of such information including the company’s financial statements as this is our standard practice in order to ensure such information remains confidential. Please confirm that the IDOA is willing to sign a Non-Disclosure Agreement in order to obtain the requested financial information.

A 34) The IDOA will not sign any non-disclosure agreement. Please review Section 1.15 for instructions on making financial information Confidential. Rest assured that materials will remain confidential, provided that they are marked accordingly.

Q 35) Section 2.4.3 (Access) Section E (Authorization/Authentication) of RFP: Please provide additional information / technical specification of the existing INSPIRE authentication systems

A 35) Quova uses geo-location data to verify that an IP address accessing INSPIRE is in Indiana. Quova researches the Internet on an ongoing basis to determine geographic and cybergraphic information about all assigned and allocated IP addresses on the Internet. If an IP address is not identified as being in Indiana the user may request a temporary password that is valid for 30 days. Instructions for creating an account are mailed to the user's physical address in Indiana there by verifying the user's location. You may learn more about Quova on their website: <http://www.quova.com/>.

Q 36) Section 2 (Consideration) of Attachment B (Sample Contract): Please provide the proposed payment schedule for the noted Exhibit.

A 36) This is a sample contract; specific payment schedules will be agreed upon with the selected vendor in contract negotiations.

Q 37) Section 34 (Payments) of Attachment B (Sample Contract): This provision calls for all payments in arrears except as permitted under IC 4-13-2-20. IC 4-13-2-20 notes "Dues and subscriptions" and "License fees" as exempt and allowed payment in advance for same with the prior approval of the budget agency. Please confirm (1) whether the Indiana Department of Administration (IDOA) believes that the Database Access Services purchased under this RFP are exempt from payment in arrears and (2) whether the IDOA intends to pay for the Database Access Services purchased under this RFP in advance on an annual basis?

A 37) This is a sample contract; specific payment schedules will be agreed upon with the selected vendor in contract negotiations.